

**NATIONAL AERONAUTICS AND SPACE ADMINISTRATION
Ames Research Center
Moffett Field, CA 94035-1000**

**Statement of Work
for
Financial Support Services**

June 3, 2011

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1.0 INTRODUCTION

Ames Research Center (ARC) is one of 11 NASA field centers. With over \$3.0 billion in capital equipment, over 2,500 onsite employees and a \$600+ million annual budget, the Center's economic impact is significant. ARC plays a critical role in virtually all NASA missions in support of America's space and aeronautics programs. It serves as a leader in information technology research with a focus on supercomputing, networking, data systems (data architecture, knowledge and information management), and mission operations. ARC is at the forefront in the development and building of a unique family of small spacecraft and payloads to advance validating technologies in materials, robotics, software, and science. ARC conducts critical Research and Development (R&D) and develops the enabling technologies and systems that make NASA missions possible and is a leader in modeling and simulations supporting aerospace vehicle designs, thermal protection systems, intelligent flight controls, and human/integration research. ARC's research in astrobiology focuses on the effects of gravity on living things, and the nature and distribution of stars, planets and life in the universe.

In addition, ARC works collaboratively with the Federal Aviation Administration (FAA) and Joint Planning and Development Office (JPDO), conducting research in air traffic management to make safer, cheaper and more efficient air travel a reality. Ames engages in information and education outreach, forms collaborative partnerships, and fosters commercial application of NASA technologies. ARC has developed the NASA Research Park (NRP), an integrated, dynamic research and education community, created to cultivate diverse partnerships with academia, industry and non-profit organizations in support of NASA's mission.

The NASA Office of the Chief Financial Officer (CFO), established in accordance with the Chief Financial Officers Act of 1990 provides professional leadership for the planning, analysis, justification, procurement, control, and reporting of all Agency fiscal resources, and for Agency strategic management and planning and performance measurement.

In addition to providing the agency CFO support, the ARC CFO supports the activities at the Center in the areas of Financial and Resource Management. We endeavor to provide professional leadership for the strategic management, planning, analysis, justification, control, and reporting of fiscal resources, and for performance measurement.

The CFO organization includes the Financial Management (CF), Resources Management (CR), and Program Analysis & Business Integration (CP) Divisions, as well as a Business Systems Office (CS). Reimbursable services are also provided to support the Center NASA Research Park (NRP) and include requirements for billing, analyzing, and tracking this reimbursable activity.

CF administers control of appropriations and funds received at the Center. The Cost Accounting function operates accounting systems and cost models which show the unencumbered allotment and program authority balances for different types of appropriations, including but not limited to, Mission Support, Construction of Facilities, and four Mission Directorates. The financial reporting area administers fiduciary responsibilities over appropriation integrity, and compliance with Agency and other federal policies and regulations. It is responsible for assuring the accuracy and consistency of financial information reflected in their books of account, for reviewing internal controls and financial accounting activities, and for supporting external audits.

Financial Management operations also support accounting system development and upgrades required by the Agency. To keep Center management informed of the financial status of the various programs, the Division personnel collaborate with counterparts in NASA Office of the Chief Financial Officer (OCFO) in the development of policies, systems, and procedures for the NASA financial management program.

CR is primarily responsible for coordinating the development and submission of ARC's full cost budget requirements, as well as the day-to-day oversight and management of Center funding. This includes the following types of activities: facilitates and integrates the Center's annual budget submission, coordinates Center response to Headquarters', performs workforce analysis, maintains oversight and management, and analyses of the Center's Institutional and Mission Directorate budgets.

CP is focused on supporting the Programs and Projects at ARC. The activities performed in this organization are the same as those performed within CR but with specific focus on programs and projects. Examples of programs/projects being supported are Small Spacecraft, High End Computing, LADEE, Kepler, SOFIA and Aeronautics Projects.

CS provides direction, integration, education, continuous improvement opportunities and efficiencies for new and changing business systems and business processes at ARC. CS aims to ensure the successful implementation of Agency applications and systems through enabling individuals, teams and the Center to operate efficiently and effectively. Specific areas of focus for CS are in the areas of Business Systems and Workflow Automation, Business Reporting, and Change Management including Communications, Continuous Improvement, Training, End-User Enablement and Travel Services. CS is committed to enabling more effective users of all business systems, as well as promoting integration, communication and education.

For additional information refer to the ARC CFO website: <http://www.cfo.arc.nasa.gov>.

2.0 SCOPE OF WORK

The Contractor shall provide all resources such as management, personnel and materials necessary to support the requirements in the areas of resources management, financial management, program analysis and controls, financial management and business information services and special financial analysis at NASA ARC (also referred to as the Center) in accordance with the Statement of Work (SOW) and the Performance Requirements Summary (PRS). These areas support the Office of the CFO and Center organizations, programs and projects.

This contract has requirements that are fixed and are identified as “Core” requirements for the period of performance. Historical workload information has been provided in the PRS for “core” requirements where information was available. The Contractor is required to ensure the “Core” requirement is performed throughout the life of the contract.

In addition to “Core” requirements, this contract has IDIQ requirements that are identified in the SOW. Performance requirements and historical workload provided in the PRS are examples.

Indefinite Delivery/Indefinite Quantity (IDIQ) Task Orders (TOs) will be issued and will include specific standards of performance.

The Contractor shall provide qualified management, administrative and technical personnel, to effectively and efficiently meet the requirements of this SOW and PRS. The Contractor shall comply with the terms and conditions of the contract. Work shall be performed on-site at the ARC, Moffett Field, California.

The Contractor shall work independently and only perform the Statement of Work requirements. The Contractor shall not perform personal services and is required to inform the Contracting Officer when request(s).

ARC utilizes both PC compatible and Macintosh desktop and laptop computers. Government equipment will be furnished and maintained for Contractor use. In addition, ARC uses commercial software such as Microsoft Excel™, Word™, and Powerpoint™ which will also be provided under Government licensing.

The task orders issued against this contract will contain references to applicable sections of this SOW and describe in specific performance-based terms the work to be done, the cost, milestones, metrics, schedules and completion dates. The specific performance-based standards will be included in each task description. Task orders will be issued for authorized performance in accordance with Task Ordering Procedures to be described in the RFP.

Financial and budget systems and processes used at the Center to perform tasks under this SOW include, but not limited to, systems such as SAP (financial accounting system), Travel Manager (an on-line web-based travel processing system), WebTADS (an on-line web-based time and attendance system), CMM (automated Contract Management system), and Business Warehouse (BW), (an Agency reporting system), Funds Distribution Database (FDD), e-Budget, N2, and Project Management Tool (PMT). Data to be processed may be received in a number of formats including typed, handwritten and/or electronic. Requirements may be modified from time to time to reflect changes to these systems and/or processes.

3.0 ADMINISTRATIVE MANAGEMENT

This SOW element (3.0) and the sub-elements (3.1 and 3.2) are part of the “Core” requirements for this contract.

The Contractor shall:

- Follow applicable Federal, State, Local and NASA policies, standards and regulations.
- Ensure all appropriate personnel participate with NASA in safety inspections and safety awareness training in accordance with Ames Safety Accountability Program.
- Ensure regularly audited procedures and records are adequate for certification by third-party organizations. Voluntary Protection Program (VPP) and Ames Management System (AMS) are examples of third-party reviews that are currently performed.

- Ensure compliance with annual training, for example Information Technology (IT) Security training and Prevention of Sexual Harassment (POSH).
- Be familiar with the Government's contingency plans and participate in continuity of operations.
- Provide timely and accurate financial reporting.

3.1 Contract Management

The Contractor shall be responsible for maintaining communication with each supported organization and alerting the Contracting Officer and the Contracting Officer's Technical Representative (COTR) immediately of any problems that would prevent meeting established performance standards.

The Contractor shall:

- Manage the contract in a fiscally responsible manner, fulfilling all requirements, including negotiated Task Orders.
- Respond to statement of requirements (SORs) or new IDIQ task orders.
- Provide a well-defined, stable organizational structure with clear lines of authority and clearly identified interfaces to the Government.
- Provide on-site management of Contractor staff and meet regularly with Contracting Officer (CO) and COTR to keep the Government informed of ongoing operations and any problems or issues associated with meeting the requirements of each task order. The on-site manager, or designated alternate, shall be available to government personnel during normal business hours (8 am to 5 pm PST).
- Provide updates to the Safety and Health Plan, when necessary, that shall be incorporated into the contract.
- Provide updates to the Information Technology (IT) security plan, when necessary, that shall be incorporated into the contract.
- Comply with the Ames' Management System requirements as applicable.
- Provide a reliable automated method for approving task orders electronically within 30 days after contract award.
- Manage the financial resources allocated by NASA for specific requirements in a manner to ensure that performance milestones are met.
- Ensure compliance with the Contract Deliverables Requirements List (CDRL).
- Provide property management to ensure accountability for government-provided equipment and facilities.
- Prepare annual inventory surveys and accountability verification forms.
- Provide a Risk Management Plan for each task order response to ensure that the Government has adequate insight into risks associated with Contractor's ability to accomplish the requirements.
- Ensure all appropriate personnel participate in organizational communications events and meetings.
- Be proficient in Microsoft Excel, Word and Powerpoint as needed.
- Document and obtain advanced concurrence of the NASA CO for all deviations, waivers and non-compliance to the requirements.

3.2 Task Management

During the performance of the contract, performance-based task orders will be issued by the Government specifying requirements to be performed in addition to the “Core” requirements.

(Required Task Ordering Procedures will be further described in the RFP). Task orders will include a description of the work to be performed, milestones, and deliverables. The task orders shall be authorized by the Contracting Officer.

4.0 DESCRIPTION OF SERVICES

The requirements listed below will be performed for both the “core” requirements and those identified on IDIQ task orders. Center areas are requirements performed in the Resources Management office or technical organizations which can be interchangeable.

4.1 Resources Management

Resources Management functions primarily coordinate the development and submission of ARC's full cost budget requirements, as well as the day-to-day oversight and management of Center funding including Center organizations, programs and projects. Requirements within this element are identified as “core” requirements during period of performance. In some cases additional support may be required for fluctuations in the requirements which may be caused by changes in Center organizations, programs and projects being supported. The attached Performance Requirements Summary provides historical data on workload identified as “Core” and on workload that may be required as IDIQ task orders.

The Contractor shall:

- Perform budget formulation type activities such as but not limited to the following;
 - Develop budgets, in accordance with the Agency Program Planning & Budget Execution (PPBE) process.
 - Gather, organize, consolidate, and maintain budget information and databases (including historical costs, contracts, workforce, etc...) in accordance with various Agency and Center requirements.
 - Use pertinent information to project estimated costs of budget requests, requirements and revenues in support of the formulation of the budget levels.
 - Analyze trends, costs, and rates to identify problems or potential need for modifications and report findings to managers.
 - Support the preparation, monitoring, and posting of budget elements including travel, training, procurement, and labor requirements.
 - Support preparation of budget submissions and responding to calls from Agency and Center organizations for various financial plans, such as monthly phasing plans and budget submissions.
 - Organize and coordinate budget information from programs and projects and/or performing organizations/cost centers.
 - Develop, analyze, and maintain real-time spreadsheets/databases of full-cost budgets including supporting documentation of budget adjustments and detailed records of budgets by mission, theme, programs and projects, organizations, cost centers, and work breakdown structure (WBS).

- Update budget data in the NASA accounting and subsidiary systems.
 - Perform review of budget data to assure consistency by detecting and correcting budget errors.
- Perform budget operation type activities such as but not limited to the following;
- Process and maintain program authority funding documents.
 - Prepare, update and post phasing plans into NASA and Center systems and document changes.
 - Validate that WBS requests are appropriately linked to approved programs and projects, complete WBS requests and enter them into the automated database.
 - Prepare routine and ad-hoc budgetary reports and presentations for ARC managers and NASA Headquarters personnel.
 - Prepare monthly/ad-hoc Agency Management and Operations (AMO), Center Management and Operations (CMO), Construction of Facilities (CoF), Environmental Compliance & Restoration (ECR), Travel, and Workforce status charts using financial data and supporting spreadsheets.
 - Process, file, and maintain records of budget authority and Inter-Center fund transfers received from NASA Headquarters and other NASA centers to support approved center operations, programs and projects.
- Perform budget execution type activities such as but not limited to the following;
- Track monthly commitment, obligation and accrual information by center operations, programs, and projects for the corresponding NASA appropriations.
 - Create cumulative and monthly spending plans for commitments, obligations and costs at appropriate levels applying budget forecasting techniques.
 - Track and report, funds obligations and costs information on procurement activities, including service contracts.
 - Create monthly reports detailing budget status, identifying issues and potential solutions.
 - Provide recommendations for improvements to data entry procedures.
 - Record and maintain documentation on associated data entry and data analysis including acquisition and funding documents.
 - Provide support in creating, populating and maintaining spreadsheets, databases or other forms of documentation necessary for efficient budget formulation, execution, and operation within the customer organizations.
 - Analyze actual commitments, obligations and costs versus the plan to report variances and recommend corrective actions to meet financial metrics.
 - Assess the financial and budgetary status of operations and programs and assist in analyzing the impact of budget/guideline changes on programs, projects and organizational elements.
 - Monitor budgets to identify budget exceed errors, analyze cause and resolve errors.
 - Coordinate with appropriate personnel to request additional or reallocation of funding when necessary for resolving budget errors.
 - Prepare, track and reconcile bankcard acquisitions, purchase requisitions, service

requests and billings with financial systems and prepare WBS requests and adjustment documentation.

- Reconcile income and expense of the service activity data with financial systems.
- Monitor income and expense WBSs for service activities on a real-time basis.
- Support the preparation of budget analyses, including preparation of periodic service activity reports and reviews.
- Prepare and monitor documentation to open, close and transfer charges for service areas that may include but are not limited to, the Moffett Federal Airfield and Institutional Shared Pools.
- Perform project planning and scheduling as required by programs and projects. Create monthly and quarterly management reports.
- Request annual funding for the program and projects as needed through program offices and/or Mission Directorates.

4.1.1 Performance Standards

See PRS for Performance Standards for “core” requirements. These standards are also used as examples for IDIQ task order requirements. Task orders will include specific standards of performance.

4.2 Financial Management

Financial Management administers control of appropriations and funds received at the Center. This functional area administers fiduciary responsibilities over appropriation integrity, and compliance with Agency and other federal policies and regulations. It is responsible for assuring the accuracy and consistency of financial information reflected in ARC books of account, for reviewing internal controls and financial accounting activities, and for supporting external audits. IDIQ task orders will be used to identify specific requirements.

4.2.1 Financial Reporting Services

The Contractor shall:

- Provide routine accounting support such as, reviewing, analyzing, reconciling, and preparing financial information and reports on a daily, weekly, monthly, quarterly, and annual basis.
- Prepare journal entries for review and posting by Government personnel.
- Maintain auditable records and documentation of all analysis, reconciliations, and journal entries.
- Maintain an understanding of the Center’s administrative and financial systems, their interrelationship with one another, and the effect of their transactions on the financial reports.
- Prepare financial reports and presentations for Center financial managers and Headquarters personnel.

The requirements specified in this section shall be authorized by the Contracting Officer via IDIQ Task Orders.

4.2.1.1 Performance Standards

See PRS for examples. Task orders will include specific standards of performance.

4.2.2 Reimbursable Agreements Management Services

The Contractor shall:

- Provide routine accounting and financial support to the Center's reimbursable agreements function and activity related to the NASA Research Park (NRP) and other resident agencies.
- Perform and support development of cost analysis and studies related to the NRP and other resident agencies.
- Provide expert knowledge of the Agency's reimbursable authority under the Space Act, the Economy Act, Federal regulatory and statutory requirements for cost recovery and disposition, and Federal appropriations law.
- Prepare official correspondence for government approval related to reimbursable agreements.
- Record and maintain reimbursable information in database to prepare schedules, reconciliation, and accounting transactions.
- Prepare and provide recommendations and analysis for presentation to, and review and action by Ames and Headquarters personnel.

The requirements specified in this section shall be authorized by the Contracting Officer via IDIQ Task Orders.

4.2.2.1 Performance Standards

See PRS for examples. Task orders will include specific standards of performance.

4.3 Cost Estimating and Earned Value Management (EVM) Services

The cost estimating function provides parametric and grass-roots cost estimating support, as well as narrative justification and verbiage to support the analysis. Provide support for Joint Confidence Level Analysis for required programs and projects. Develop, calculate, and analyze earned value management function for required programs and projects.

4.3.1 Cost Estimating and Earned Value Management Services

The Contractor shall:

- Provide cost estimating and earned value management services using current government and industry processes, tools and techniques.
- Review program cost, schedule and performance.
- Provide variance explanations for plans versus actual.
- Participate in independent assessments of Center programs and initiatives, and assist in the preparation and presentation of findings and recommendations.

- Provide cost estimating services such as developing, testing, maintaining and updating cost models; and provide assistance to Center and Agency personnel on the use of the models.

The Center utilizes the principles and practices of the Earned Value Management, such as but not limited to, Implementation Guide (EVMIG) and industry specific software applications such as Price™, SEER™, wInsight™, Microsoft Project™, and Primavera.

The requirements specified in this section shall be authorized by the Contracting Officer via IDIQ Task Orders.

4.3.1.1 Performance Standards

See PRS for examples. Task orders will include specific standards of performance.

4.4 Business Systems Support Services

4.4.1 Travel Services

The Contractor shall:

- Review travel authorizations and expense reports for correctness and completeness.
- Respond to help desk and customer walk-up inquiries regarding travel (e.g. processing authorizations/expense reports & receipts, reimbursement status, etc...).
- Maintain an organized filing & log system.
- Participate in the annual file review, reconciliation, and cleanup, and respond to inquiries in a timely manner.
- Provide information on current and revised processes to enable staff to perform analyses on additional functionality as system processes update.
- Provide relevant information to staff on new and/or current legacy processes and associated effects on accounting data.
- Track and report metrics.
- Support and provide any needed data analysis.
- Review documentation and specifications in order to process document findings, develop and test new or revised processes, and provide relevant information to staff.
- Identify and propose solutions to correct data inconsistencies found in the accounting system to meet specified requirements and deadlines.
- Provide travel office coverage during times indicated on the PRS.

The requirements specified in this section shall be authorized by the Contracting Officer via IDIQ Task Orders.

4.4.1.1 Performance Standards

See PRS for examples. Task orders will include specific standards of performance.

4.4.2 Financial Management Business Information Services

The Contractor shall:

- Perform process analysis to identify methods for improving business processes and/or systems.
- Provide business systems implementation support to include project management and planning, process and gap analysis, developing communication and training strategies, and risk management analysis.
- Develop, review, and provide communication and training materials.
- Participate in data conversion, data cleanup, and systems integration testing.
- Perform activities related to stabilization, such as ongoing communications regarding process and system changes, identifying training issues and providing end user support.

The requirements specified in this section shall be authorized by the Contracting Officer via IDIQ Task Orders.

4.4.2.1 Performance Standards

See PRS for examples. Task orders will include specific standards of performance.

4.5 Special Financial Analyses

The Contractor shall:

- Conduct and participate in non-routine financial analyses.
- Participate in the development of projects and studies in various areas such as but not limited to, resources management, financial management, and program and workforce analysis.

The requirements specified in this section shall be authorized by the Contracting Officer via IDIQ Task Orders.

4.5.1 Performance Standards

See PRS for examples. Task orders will include specific standards of performance.

4.6 Contractor Travel & Training T&M

Travel or Project-specific Training may be required periodically. Cost Estimates and subsequent Actual Costs will be requested as necessary.

The Contractor shall:

- Provide timely and accurate Travel and/or Training cost estimates as needed.
- Submit timely and accurate receipts and reimbursement requests

The requirements specified in this section shall be authorized by the Contracting Officer via IDIQ Task Orders.

4.6.1 Performance Standards

See PRS for examples. Task orders will include specific standards of performance.

5.0 PERFORMANCE REQUIREMENTS SUMMARY

Below are “core” requirements and sample IDIQ performance requirement standards with historical Estimated Work-Year Equivalent (WYE). One WYE is equivalent to 1840 hours. The historical information provided by the Government is FOR INFORMATION ONLY and is not intended to represent a binding requirement.

PERFORMANCE REQUIREMENTS SUMMARY (PRS)

Standards of Performance	Acceptable Quality Level (METRICS)	Historical # of WYE for SOW Element Completion (Contractor)
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SOW 3.0 Administrative Management

1	Ensure an effective and efficient transition of requirements from IDIQ when necessary to sustain "core" requirements. Provide accurate cost proposals as needed for subtask modifications responses.	Backfill replacement or Base Period with Outyears proposal for transition within 10 calendars days after receipt of CO-signed subtask modification. Cost proposals shall not have calculation errors exceeding 2% of the intended proposed costs. The intended proposed costs shall match the proposed approach in the task requests system.	Core Requirement have been historically completed by 1.25-2 WYEs for a PM and a Senior Analyst
2	Provide accurate payment schedules as needed within the 10 calendar day requirement for subtask modification responses.	There should be no more than one re-submittal due to errors for any one payment schedule. Submittals after 10 calendar days of the CO request will also not meet the Requirement.	
3	Ensure compliance with all general population annual NASA training requirements, for example Information Technology (IT) Security training and Prevention of Sexual Harassment (POSH).	100% compliance on NASA required training within posted deadlines.	
4	Submit all required Contract Deliverable Requirements List (CDRL) items.	Submit all required Contract Deliverable Requirements List (CDRL) items by delivery dates specified.	
5	Provide Monthly Status Report and Monthly Progress Reports.	Monthly status and Progress report must be submitted within 10 workdays after the end of each month.	
6	Ensure smooth ongoing management of "core" and IDIQ task requirements through completion.	Issues to be resolved within the negotiated deadlines set forth in the Task Order.	

PERFORMANCE REQUIREMENTS SUMMARY (PRS)

Standards of Performance	Acceptable Quality Level (METRICS)	Historical # of WYE for SOW Element Completion (Contractor)
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SOW 3.0 Administrative Management (continued)

7	Act as liaison between Contractor staff and Government representatives.	Response to Government inquiries within 3 workdays from date of inquiry.	(Covered on previous page)
8	Provide on-site management of Contractor staff and meet regularly with Contracting Officer (CO) and COTR to keep the Government informed of ongoing operations and any problems or issues associated with meeting the requirements of each task order.	Require status meetings as needed and must respond to other meeting requests within 3 workdays from date of meeting request.	
9	Create a continuous support procedure for short and long-term absences of Contractor personnel to assure that all scheduled review reports are completed per individual deadlines.	A "continuous support procedure" will be due to the COTR, CS & CO within 10 work days after Contract Award. If an updated procedure is necessary, it will be due within 5 work days after the update request. Individual back-up plans & POCs will be communicated to the TM, the COTR and other interested parties (Resources Executives & Ames Line Management) as long-term absences are scheduled prior to the Contractor's departure.	
10	In the event of default on Requirements, a correction plan to ensure timely compliance for future Requirements may be requested.	A correction plan is due within 5 workdays after a request from the government.	
11	Provide accurate invoices	Invoices shall be 98% accurate when submitted. Total calculation errors on individual monthly subtask costs shall not exceed 2% of that subtask's total costs.	

PERFORMANCE REQUIREMENTS SUMMARY (PRS)

Standards of Performance	Acceptable Quality Level (METRICS)	Historical # of WYE for SOW Element Completion (Contractor)
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SOW 4.1 Resources Management

1	The Program Planning and Budgeting Execution (PPBE) submission must be completed in accordance with deadlines identified by CFO and Resources Management guidance.	100% compliance on submission deadlines, requirements and reviews identified by the CFO and Resources Management.	<p style="text-align: center;">Core Requirements have been historically completed by 23.0 WYEs varying in skill levels from 1 Program Manager, 3 Lead Analysts, 12 Senior Analysts, 3 Mid-level Analysts & 4 Junior Analysts</p> <p style="text-align: center;">IDIQ Requirements have been varied but most recently completed by 10.8 WYEs in varying skill levels from 2 Subject Matter Experts, 1 Lead Analyst, 4.8 Mid-level Analysts, 2 Junior Analysts & 1 Entry-level Analyst</p>
2	Participate in the development of phasing plans and the updating of the plans as required by the Center and HQ schedules. Provide explanations for variances. Maintain a 95% accuracy rate in meeting data requirements identified in the call letter.	Submitted call letter data requirements are accurate 95% of the time.	
3	Provide monthly plan vs. actual variance explanation, as required by the Center and HQ thresholds no later than 10 business days after month end or other due dates identified for task.	95% compliance on submission deadlines and requirements identified by the CFO and Resources Management.	
4	Gather, record, maintain and trace guideline data, workforce and dollars for each budget submission. Guideline data is recorded within three business days of receipt at a 95% accuracy rate.	Guideline data is recorded within three business days of receipt and data is accurate 95% of the time.	
5	Prepare routine and ad hoc budgetary reports and presentations for Center managers and Headquarters personnel. Provide explanations for variances.	Prepare reports, presentations and variances as needed by Government personnel required deadlines. Reports and variance explanations are accurate 98% of the time.	
6	Provide "what if" analyses of workforce and/or dollar guideline scenarios upon request.	Submittal of "what if" analyses is completed within 2 business days of the request. Urgent requests to be submitted within 1 business day.	
7	Input budgets and adjustments into the financial system within 8 business hours of receipt of documentation. For rush jobs, within 4 hours of receipt of documentation.	Input budgets and adjustments into the financial system within 8 business hours of receipt of documentation.	

PERFORMANCE REQUIREMENTS SUMMARY (PRS)

Standards of Performance	Acceptable Quality Level (METRICS)	Historical # of WYE for SOW Element Completion (Contractor)
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SOW 4.1 Resources Management (continued)

8	Correct budget errors no less than once a month before the accounting period closes.	Errors 100% corrected before the accounting period closes.	(Covered on previous page)
9	Complete monthly reporting requirements within 10 business days after month-end close or other due dates as specified within individual task orders.	Monthly reporting requirements to be submitted within 10 business day after month-end close.	
10	Record budgets and budget adjustments into the Funds Distribution Database within three business days of initial receipt of documentation.	Record budgets and budget adjustments into the Funds Distribution Database within three business days of initial receipt of documentation.	
11	Complete new and modified WBS (Work Breakdown Structure) requests within 8 business hours of initial receipt of documentation. Complete monthly reporting within 10 working days after the close of the reporting month.	Complete new and modified WBS (Work Breakdown Structure) requests within 8 business hours of initial receipt of documentation. Complete monthly reporting within 10 working days after the close of the reporting month.	
12	Prepare funding documents (eg. Funds Distribution Database) within 2 business days of the initial request. For rush jobs, within 4 business hours of the initial request.	Prepare funding documents (eg. Funds Distribution Database) within 2 business days of the initial request. For rush jobs as identified by the COTR, within 4 business hours of the initial request.	
13	Create and track procurement commitments, obligations and costs over multiple fiscal years on purchase and service requisitions, bankcards and travel. Perform follow up until completion of process.	Creation and tracking of procurement commitments, obligations and costs on purchase and service requisitions, bankcards and travel with a 98% accuracy rate. Always perform follow-up and correction of errors until completion of process (which is usually when funds are Costed).	

PERFORMANCE REQUIREMENTS SUMMARY (PRS)

Standards of Performance	Acceptable Quality Level (METRICS)	Historical # of WYE for SOW Element Completion (Contractor)
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SOW 4.2.1 Financial Reporting Services

1	Standard General Ledger (SGL) - As described in Continuous Monitoring Program (CMP) guidance Chapter 13, daily monitoring and reconciliation of accounts, fund type/fund status and ensuring that debits equal credits on proprietary trial balance. Monthly reporting - Determine the validity of balances: Analyze and research abnormal balances and execute any corrections. Prepare CMP certification sheets and backup. Thoroughly explain and report results on the CMP matrix on a monthly basis. Tasks must be performed in accordance with Agency requirements and schedule.	At least 90% of all account relationships and any other related SGL activities are completed on time and in accordance with Agency requirements. Must be able to provide explanation for any abnormal balances that are not corrected at a specified date. Any due date extensions are coordinated at least 1 day in advance.	IDIQ Requirement has been historically completed by 1.0 WYE for a Junior Accountant
2	SGL- Flux Analysis - Monthly analysis, explanation, and reporting of the fluctuation of NASA operations as represented by dollar amounts of financial statement line items and SGL accounts, within defined thresholds. Tasks must be performed in accordance with Agency requirements and schedule.	Completion and submission of report must be 100% in accordance with Agency deadlines.	
3	Property - As described in CMP guidance Chapter 5, validation, reconciliation, and accounting for transactions and balances of real property (government held and work-in-process), Inventory, and Personal Property and Equipment (PP&E). Ensure transactions are supported by source documents. Thoroughly explain and report results on the CMP matrix on a monthly/quarterly basis. Tasks must be performed in accordance with Agency requirements and schedule.	Monthly reconciliations, explanations and reporting are 100% complete and are consistently performed in conformance with Agency requirements by specified deadlines.	

PERFORMANCE REQUIREMENTS SUMMARY (PRS)

Standards of Performance	Acceptable Quality Level (METRICS)	Historical # of WYE for SOW Element Completion (Contractor)
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SOW 4.2.2 Reimbursable Agreement Mgt Services

1	Prepare official correspondence for government approval relating to Support Agreements.	1) Cover letter is submitted for signature to government approver. 2) Support Agreements for known customers are prepared, mailed, scanned and emailed NLT last week of current fiscal year. 3) Signatures from customers are obtained within one month of issuance of the Support Agreements.	<p>IDIQ Requirement has been historically completed by 1.0 WYE Entry-level Accountant and 0.8 WYE Senior Accountant</p>
2	Record and maintain reimbursable information in database to prepare monthly reports, schedules, reconcilliation, and accounting transactions.	Completion and submission of report must be in accordance with required deadlines. Customer master maintainer entries recorded in SAP within 1 business day of receipt. Review TROR files w/in 2 business days of receipt for accuracy. Resolve billing and reconciliation issues within 2 business days. Complete Audits/NATS requests within 2 business days. Produce reports and agreements on schedule and with no more than 3 errors reported by customers per reporting cycle. CFO Review charts are prepared according to schedule and are accurate/complete, with variances identified and explanations for any variances 10% or greater. Create estimated Price Reports (EPR) for checks received within 3 business days.	
3	On a continuing basis, monitor obligation of customer funds for Demand Services .	Ensure that 90% of funds are obligated 30 days before quarter end or 30 days prior to funds expiration date, whichever occurs first; or notify the civil service task managers that obligations are below 90%, by those dates, with explanations.	
4	Prepare Annual Service Pool Rate Development Study; update/review Ames Blue Book.	Study completed on schedule; Spot audit of results may yield no more than 3 discrepancies or unexplained differences.	

PERFORMANCE REQUIREMENTS SUMMARY (PRS)

Standards of Performance	Acceptable Quality Level (METRICS)	Historical # of WYE for SOW Element Completion (Contractor)
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SOW 4.2.2 Reimbursable Agreement Mgt Services (continued)

5	Prepare ad hoc reports as requested, such as for budget/PPBE for EUL/NRP/RA.	Reports completed on schedule; Spot audit of results may yield no more than 3 discrepancies or unexplained differences.	(Covered on previous page)
6	Provide training to Center users on RAMS2.	As requested based on IDMAX tickets and customer contacts.	
7	Reimbursable Central Mailbox Management	Manage Mailbox, acknowledge receipt of communications back to customer, track timely completion of work.	

SOW 4.3 Cost Estimating and Earned Value Management Services

	Will be defined on a Task Order basis	Will be defined on a Task Order basis	No historical information available
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SOW 4.4.1 Travel Services

1	Contractor refers to and uses processes and procedures outlined in the Preparer Process document and FedTraveler.com End User Procedures (EUPs) when creating travel documents.	Travel documents should have no errors on 98% of the documents.	IDIQ Requirement has been historically completed by 1.0 WYE Junior Budget Analyst, 2.0 WYE Entry-level Budget Analysts, 4.0 WYE Lower-level Data Management Specialist, 6.0 WYE Higher-level Data Management Specialists
2	Contractor correctly enters travel arrangements into FedTraveler.com from Travel Request Worksheet (TRW), ARC830 form. This does not include traveler changes or amendments. Variances between TRW and FedTraveler.com require documented justification.	Travel reservations meet requested arrangements 100% of the time	

PERFORMANCE REQUIREMENTS SUMMARY (PRS)

Standards of Performance	Acceptable Quality Level (METRICS)	Historical # of WYE for SOW Element Completion (Contractor)
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SOW 4.4.1 Travel Services (continued)

3	Contractor will create and submit Travel Authorizations, including reservations, in FedTraveler.com within two business days of receiving the completed required travel documents.	Creation & submission of Travel Authorizations to occur within 2 business days of receiving a complete Travel Request Worksheet (TRW) 98% of the time (Metrics Status Reports). This means that 98% of the authorizations are required to be submitted for processing within 2 business days. Variances between the TRW and FedTraveler.com must be documented. Info only: Excellent if within 1 business day 98% of the time.	(Covered on previous page)
4	Contractor will send a final package to the traveler including contents specified in the Preparer Process document, using the provided template.	Response to travelers with final travel documents will occur as shown below, 99% of the time. (Metrics Status Reports). If the final approval or the receive date is 5+ business days before the travel date, the final package must be sent 3 business days before the travel date. If 1-4 business days before the travel date, then the final package must be sent 1 business day before the travel date. If the final approval or the receive date is the same day as the travel date, then a partial package must be sent the same day as the travel day. The complete package is required to be sent as soon as it is available.	
5	Contractor will ensure that itineraries are ticketed by performing follow-up on approval of Travel Authorizations by Approvers and Fund Certifiers. Contractor will perform follow-up by communicating via e-mail and phone, as outlined in the Preparer Process document.	Ticketing occurs a minimum of 98% of the time without government intervention.	

PERFORMANCE REQUIREMENTS SUMMARY (PRS)

Standards of Performance	Acceptable Quality Level (METRICS)	Historical # of WYE for SOW Element Completion (Contractor)
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SOW 4.4.1 Travel Services (continued)

6	Contractor will enter all data from traveler Expense Report Worksheet (ERW) to create and submit travel Expense Reports in FedTraveler.com.	Expense reports & needed receipts are required to be processed/attached in the system within 2 business days of receiving a completed ERW & receipts 98% of the time* (Metrics Status Reports) provided no amendment is required. Info only: Excellent if within 1 business day. A. Contractor to validate that all receipts have been received. If receipts are missing, traveler will be notified or asked to provide the receipts. Traveler must be informed of missing receipts within two business days. B. Begin the amendment process if an amendment is necessary C. Once A & B have been dispositioned then the Contractor begins building the expense report *Travelers are required to be informed of missing receipts within two business days of the receipt of ERW and any receipts. 98% of expense reports are required to process within two business days.	(Covered on previous page)
7	Contractor will send acknowledgement of email or fax to travel submitter.	Acknowledgement email or fax to the traveler is required within 1 business day 98% of the time (98% of emails and faxes are processed within one business day).	
8	Contractor will be professional and courteous to all travelers and customers.	Individual Contractors or the Contracting Company as a whole (counted separately) will have no more than 2 complaints per quarter.	
9	Contractor will store final versions of travel documents on the C shared drive, as referenced in Preparer Process document for all travel arrangement prepared by CTO.	No more than 2% of the documents should be missing from or misfiled in designated files at any particular time.	

PERFORMANCE REQUIREMENTS SUMMARY (PRS)

Standards of Performance	Acceptable Quality Level (METRICS)	Historical # of WYE for SOW Element Completion (Contractor)
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SOW 4.4.1 Travel Services (continued)

10	Contractor notifies Travel Center Business Process Lead of FedTraveler.com system issues ASAP.	Notification of system issues must occur within 1 business hour	(Covered on previous page)
11	Amendments will be created within two business days of notification. Notifications must be by email exchange and may include telephone contact, face-to-face, or email exchange, etc..	Amendments are created within 2 business days A. Contractor must email traveler and notify them about the expense reports being amended. B. Contractor must follow up with the Fund Certifier and Approvers to ensure that amendments are getting approved through the system.	
12	Contractor will create a minimum number of authorizations per week in FedTraveler.com.	A minimum of 90 Authorizations (or the number available to be completed) are to be created each week (whichever amount is lower) in FedTraveler.com. This includes making reservations and sending the accompanying itinerary email confirmation to the traveler.	
13	Contractor will adhere to Federal Travel Regulations (FTR).	FTR are adhered to 100% of the time when processing travel documents.	
14	Contractor will monitor and perform follow-up on Travel Expense reports to ensure they do not remain on "hold" status within FedTraveler.com.	Follow up on travel expense reports on "hold" within FedTraveler.com occurs within 2 business days. Info only: Excellent if within 1 business day.	
15	Contractor will monitor the expense reports through the approval process to completion, in order to ensure no expense report backlog.	Contractor will follow-up on travel expense report "under review" to ensure approval occurs within 5 business days.	

PERFORMANCE REQUIREMENTS SUMMARY (PRS)

Standards of Performance	Acceptable Quality Level (METRICS)	Historical # of WYE for SOW Element Completion (Contractor)
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SOW 4.4.1 Travel Services (continued)

16	The Contractor shall independently log dates, on Government provided template, for the following: (1) date TRW received in Central Travel Office (CTO) mailbox, (2) date and time itinerary email is sent by the Contractor to the traveler, (3) date the traveler is notified by Contractor sending the initial itinerary and confirmation request, and (4) dates for the creation of amendments. (5) Dates final package sent out to the traveler. For vouchers the log dates will include the following: (1) Receipt of complete Expense Report worksheet, (2) Creation and completion of Travel Expense Reports with attached receipts, (3) Pertinent amendment dates and (4) dates where Travelers are informed of missing receipts.	100% of the identified data is available on an on-going basis for unscheduled, periodic inspection.	(Covered on previous page)
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SOW 4.4.2 Financial Management Business Information Services

1	Assure that PMT instances and reports reflect complete and accurate mission, theme, program and project WBS structures.	Completes updates of new financial structure requests within 10 working hours of initial receipt.	IDIQ Requirement has been historically completed by 0.75-1.0 WYE Subject Matter Expert
2	Assure that PMT instances and reports reflect complete and accurate mission, theme, program and project financial data.	Completes identification of new financial data query requests within 10 working hours of initial receipt from Agency or Center customer.	
3	Verify completion of daily financial reporting download for Center Financial Data	PMT Center financial data verified after nightly upload from financial system (currently SAP) during the next business day.	

PERFORMANCE REQUIREMENTS SUMMARY (PRS)

Standards of Performance	Acceptable Quality Level (METRICS)	Historical # of WYE for SOW Element Completion (Contractor)
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SOW 4.4.2 Financial Management Business Information Services (continued)

4	Complete monthly financial reporting for Agency Financial Data.	PMT Agency monthly reporting to be completed within three working days after the close of the reporting month.	(Covered on previous page)
5	Regular communications with Agency and Center customers and the Technical Monitor to provide status.	Communicate monthly with the Technical Monitor on the status of activities by the 10th working day of each month. Provide on-going communications with Agency and Center customers.	

SOW 4.5 Special Financial Analyses

1	Will be defined on a Task Order basis	Will be defined on a Task Order basis	No historical information available
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SOW 4.6 Travel and Training T&M

1	Require timely Travel cost estimates when requested. Profit will not be paid for Travel and Training expenses, only the accepted general and administrative (G&A) expense will be applied to these costs. Cost proposal should use Government rates where applicable.	Travel cost estimates to be submitted within 3 work days after the request. Cost proposal must use Government rates for Lodging (when available), M&IE and mileage reimbursement.	Requirement has been historically completed by the Administrative Management WYEs
2	Timely submittal of Travel receipts & reimbursement requests.	Submittal of Travel receipts & reimbursement request within 30 days of travel. Requested reimbursement and subsequent Payment Schedule must be 98% accurate to actual costs each occurrence and government per diem must be used for Lodging, M&IE & mileage reimbursement.	

6.0 POTENTIAL REPORTS FOR TASK ORDERS

This list of reports is for information only and is not all inclusive. The purpose of the list is to provide information on the types of reports prepared by contractors. The actual reports requirements will be detailed in each task order.

No.	Report Title	Frequency	Due Date
1	Travel Vouchers in Process	Weekly	Monday
2	Aging Travel Advances	Weekly	Monday
3	Unpaid Invoices	Weekly	Monday
4	Extended TDY Tax Summary	Monthly	3 rd work day after end of month
5	Government Bill of Lading Worksheet	Monthly	3 rd work day after end of month
6	Standard General Ledger (SGL) Accounts Receivable to Collections Register Reconciliation	Monthly	5 th work day after end of month
7	Periodic Monitoring Controls and Account Relationships	Monthly	7 th work day of the month
8	Prompt Payment Act Payment Activities	Quarterly	Not later than 30 work day after end of months after the end of the quarter being reported.
9	Bill Register and Adjustment Register	Monthly	4 th Calendar Day of the Month
10	Accounts Receivable Aging	Monthly	4 th Calendar Day of the Month
11	SGL Support	Monthly	9 th work day after end of month
12	Accounts Receivable Status Report	Monthly	10 th work day after end of month
13	Weekly Report of Disbursements	Weekly	Monday
14	SGL Accounts	Monthly	2 nd work day after end of month
15	CR Variance Reports (plans vs. actuals)	Monthly	5 th work day after end of month

No.	Report Title	Frequency	Due Date
16	Fiscal Year End (FYE) Postclosing Trial Balance	Annually	October 17 appx.
17	FYE Closed Obligation Report	Annually	October 23 appx.
18	FYE Post Closing SGL Report	Annually	October 17 appx.
19	Schedule 220-9, Debts and Loans due to the Public	Annually	October 28, appx.
20	Report on Receivables due from the Public	Annually	October 28 appx.
21	Status of Program Office Guidelines by Mission Directorate	When Guidelines Change	3 rd work day after change
22	Status of Obligations and Costs by Program Office, by Mission Directorate	Monthly	3 rd work day after end of month
23	Status of Center to Center Transfers	Monthly	3 rd work day after end of month
24	Summary of Obligations and Costs	Monthly	3 rd work day after end of month
25	Status of Expiring Funds by Mission Directorate	Monthly for 3 rd and 4 th quarter	3 rd work day after end of month
26	Status of Construction of Facilities (CofF)	Monthly	3 rd work day after end of month
27	Continuous Monitoring Program	Monthly	12 th Calander day after end of month